

**CLASS TITLE: COMMUNITY RELATIONS LIAISON OFFICER**

Class Code: 02797500  
Pay Grade: 32A  
EO Code: B

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for performing liaison activities between various minority and other community advocacy groups and organizations, and a state agency relative to the availability of state services provided by the agency for their constituencies; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a senior executive with wide latitude for the use of independent judgment, work is reviewed periodically through conferences, reports and results obtained.

**SUPERVISION EXERCISED:** As required, may supervise the work of subordinates assigned to assist where appropriate as specifically designated on a project basis.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To be responsible for performing liaison activities between various minority and other community advocacy groups and organizations, and a state agency relative to the availability of state services provided by the agency for their constituencies.

As assigned, to represent the agency director in the planning, direction, coordination and supervision of special projects relating to the community on a statewide basis.

To act as a liaison between agency administration, service delivery personnel and the community in order to facilitate delivery of client services and programs.

To be responsible for establishing and maintaining a communications network between the groups served and the agency to ensure community input in the planning and programming of delivery services and programs..

To be responsible for representing the agency at meetings of community based groups providing information regarding agency policy and programs.

As assigned, to represent the agency in the planning and coordination of special projects and programs relating to community involvement.

To assist in developing community resources for enhancing the delivery of service systems on project or program basis.

As assigned, to participate in the formulation and evaluation of agency policy as it relates to specific programs.

To be responsible for collection of statistical data for reports.

As assigned, to participate in the development and operation of agency external equal employment opportunity programs.

As assigned, to be responsible for preparing and/or developing external equal employment opportunity/affirmative action reports and statistics.

As assigned, to be responsible for coordinating agency efforts with other departments or agencies of state government, or federal government to accomplish goals.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A working knowledge of the principles and practices of community involvement in the delivery of services to targeted groups; a working knowledge of federal and state laws and regulations relating to community involvement in state and local programs; a working knowledge of outreach programs and the development of community based resources; a working knowledge of Equal Opportunity program development and federal and state laws and regulations regarding the development and operation of affirmative action plans and programs; a familiarity with programs operated by state government; the ability to plan, develop and implement a community oriented communication improvement plan; ; the ability to develop agenda's address meetings and to write summary reports thereon; the ability to work effectively with a wide range of social service delivery staff in the development of policies and practices which impact on minorities and other targeted groups; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a four year college of recognized standing with a Master's Degree majoring in public administration, law, communications or other related field; and

Experience: Such as may have been gained through: considerable employment in a responsible capacity engaged in dealing with targeted minority populations, community groups or outreach community service oriented programs in a federal agency, a state agency, large municipality or a large private organization.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

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